Ad Portal User's Manual

spe.sendmyad.com

Created by **Society of Petroleum Engineers**

10/2013

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Introducing SPE's Ad Portal

Welcome to the Society of Petroleum Engineers Ad Portal!

The Society of Petroleum Engineers Ad Portal allows clients to submit ad materials quickly and efficiently. You will be able to access and upload materials to the web-based portal from anywhere, anytime.

It's easy to get started. This manual will guide you through the ad materials submission process.

After creating a user account, additional help can be found at the following address: www.sendmyadsupport.com/advertiser

If at any time you need further assistance, please email adportal@spe.org.

Creating an Account

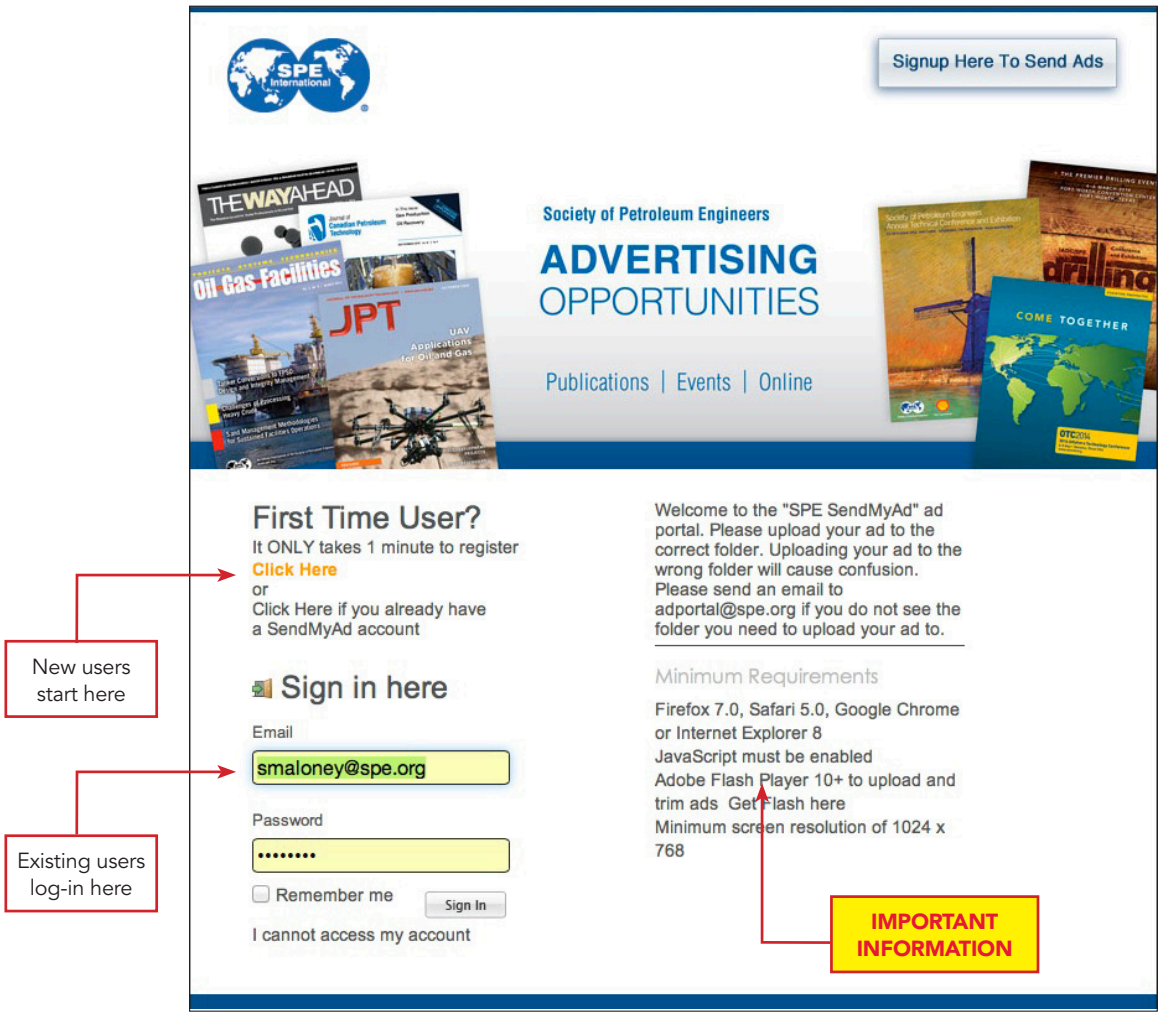
Step 1

Go to spe.sendmyad.com in your web browser.

Step 2

To create a new user, choose "Click Here" under First Time User header.

If you already have a username and password, please sign in and proceed to page 6.

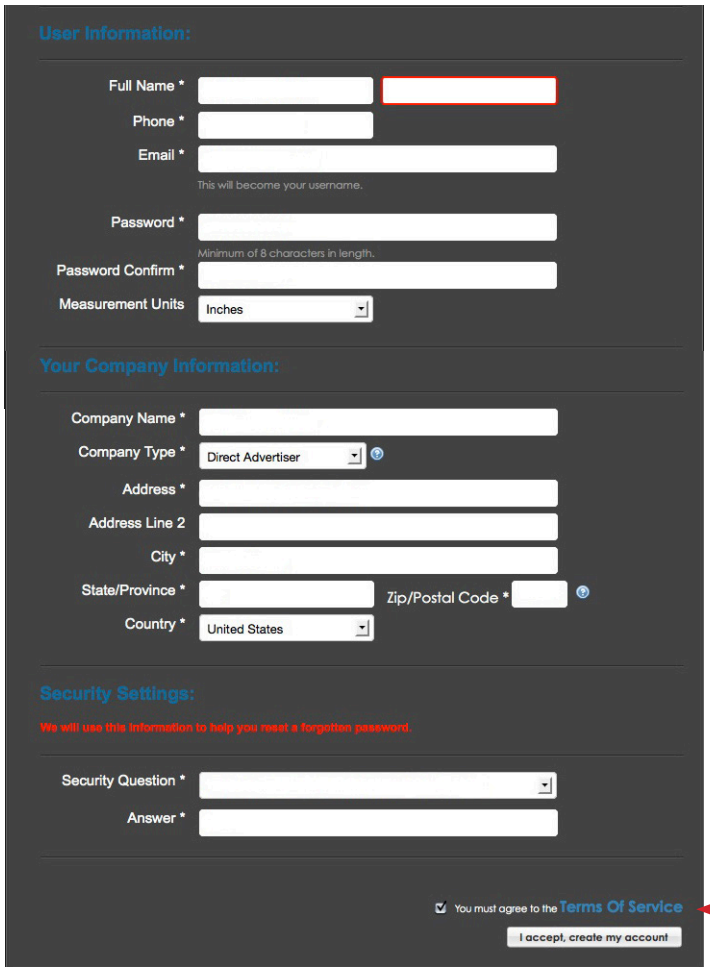

Signup Here To Send Ads
Society of Petroleum Engineers
ADVERTISING
OPPORTUNITIES
Publications | Events | Online
First Time User?
It ONLY takes 1 minute to register
Click Here
or
Click Here if you already have a SendMyAd account
Sign in here
Email
smaloney@spe.org
Password
Remember me
Sign In
I cannot access my account
Welcome to the "SPE SendMyAd" ad portal. Please upload your ad to the correct folder. Uploading your ad to the wrong folder will cause confusion. Please send an email to adportal@spe.org if you do not see the folder you need to upload your ad to.
Minimum Requirements
Firefox 7.0, Safari 5.0, Google Chrome or Internet Explorer 8
JavaScript must be enabled
Adobe Flash Player 10+ to upload and trim ads Get Flash here
Minimum screen resolution of 1024 x 768
IMPORTANT INFORMATION
New users start here
Existing users log-in here

NOTE: The current system requirements to use the Ad Portal are listed on the log-in page. Please ensure your computer and browser match the requirements before proceeding.

Creating an Account

Step 3

Complete the information fields to setup your account.
All fields with an asterisk (*) are required information.



The "Terms of Service" box MUST be checked before account can be created.

Viewing the Ad Portal Dashboard

The "Dashboard" allows easy to access to all of the features of the Ad Portal. The reference guide below details each feature.

1. Dashboard
Access all Ad Portal features easily.

2. Send My Ad
Upload a new ad to any SPE publication.

3. Ads
Shows ads running in all SPE publications. These ads will be kept in the Ad Portal for 12 months.

4. Ad Sizes
Lists of all mechanical specifications and closing dates for SPE publications. InDesign templates are available to download.

5. Users, Groups, and Company Profile
Allows setup of multiple users for other members of your organization.

6. Frequently Asked Questions
Answers to commonly asked questions.

7. Quick Start Video Tutorials
Watch video tutorials to answer commonly asked questions.

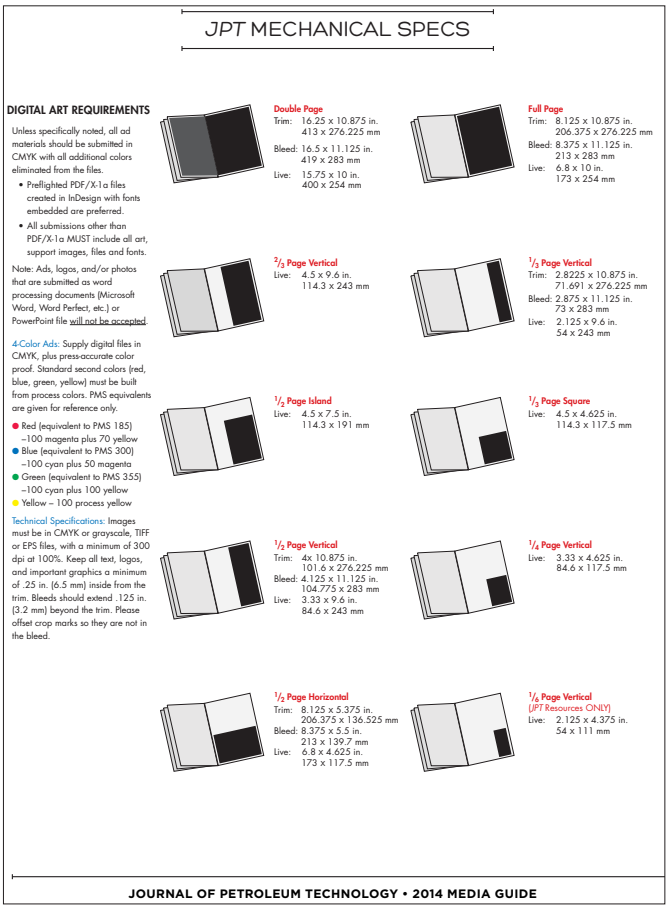
8. Get Help
Lists detailed assistance on navigating the Ad Portal.
www.sendmyadsupport.com/advertiser

Reviewing the File Requirements

The file requirements for all SPE publications are listed on the Mechanical Specifications sheet in the respective publications media guides or Advertising Specs PDF for show pieces.

All ads submitted should be preflighted PDF/x-1a files with all fonts embedded. Images should be CMYK or grayscale, with a minimum of 300 dpi at 100%. Crop marks should be offset so not to appear in the bleed area.

Print Publications Specs



JPT MECHANICAL SPECS

DIGITAL ART REQUIREMENTS

Unless specifically noted, all ad materials should be submitted in CMYK with all additional colors eliminated from the files.

- Preflighted PDF/X-1a files created in InDesign with fonts embedded are preferred.
- All submissions other than PDF/X-1a MUST include all art, support images, files and fonts.

Note: Ads, logos, and/or photos that are submitted as word processing documents (Microsoft Word, Word Perfect, etc.) or PowerPoint file will not be accepted.

4-Color Ads: Supply digital files in CMYK, plus press-accurate color proof. Standard second colors (red, blue, green, yellow) must be built from process colors. PMS equivalents are given for reference only.

- Red (equivalent to PMS 185) –100 magenta plus 70 yellow
- Blue (equivalent to PMS 300) –100 cyan plus 50 magenta
- Green (equivalent to PMS 355) –100 cyan plus 100 yellow
- Yellow – 100 process yellow

Technical Specifications: Images must be in CMYK or grayscale, TIFF or EPS files, with a minimum of 300 dpi at 100%. Keep all text, logos, and important graphics a minimum of .25 in. (6.5 mm) inside from the trim. Bleeds should extend .125 in. (3.2 mm) beyond the trim. Please offset crop marks so they are not in the bleed.

Double Page
Trim: 16.25 x 10.875 in. 413 x 276.225 mm
Bleed: 16.5 x 11.125 in. 419 x 283 mm
Live: 15.75 x 10 in. 400 x 254 mm

Full Page
Trim: 8.125 x 10.875 in. 206.375 x 276.225 mm
Bleed: 8.375 x 11.125 in. 213 x 283 mm
Live: 6.8 x 10 in. 173 x 254 mm

2/3 Page Vertical
Live: 4.5 x 9.6 in. 114.3 x 243 mm

1/2 Page Vertical
Trim: 2.8225 x 10.875 in. 71.691 x 276.225 mm
Bleed: 2.875 x 11.125 in. 73 x 283 mm
Live: 2.125 x 9.6 in. 54 x 243 mm

1/2 Page Island
Live: 4.5 x 7.5 in. 114.3 x 191 mm

1/2 Page Square
Live: 4.5 x 4.625 in. 114.3 x 117.5 mm

1/2 Page Vertical
Trim: 4x 10.875 in. 101.6 x 276.225 mm
Bleed: 4.125 x 11.125 in. 104.775 x 283 mm
Live: 3.33 x 9.6 in. 84.6 x 243 mm

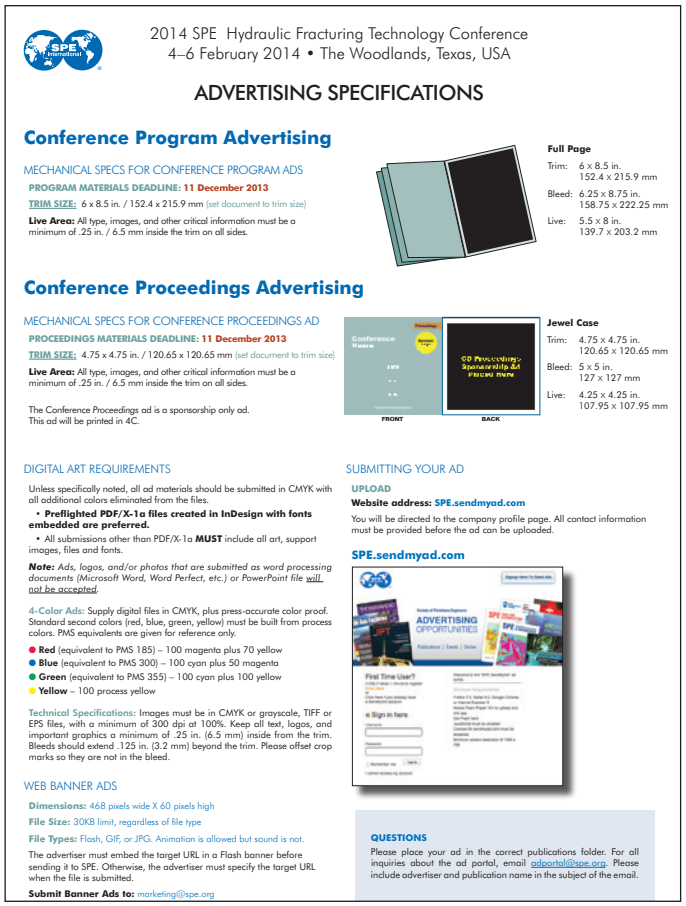
1/4 Page Vertical
Live: 3.33 x 4.625 in. 84.6 x 117.5 mm

1/2 Page Horizontal
Trim: 8.125 x 5.375 in. 206.375 x 136.525 mm
Bleed: 8.375 x 5.5 in. 213 x 139.7 mm
Live: 6.8 x 4.625 in. 173 x 117.5 mm

1/6 Page Vertical
(JPT Resources ONLY)
Live: 2.125 x 4.375 in. 54 x 111 mm

JOURNAL OF PETROLEUM TECHNOLOGY • 2014 MEDIA GUIDE

Show Print Pieces Specs



2014 SPE Hydraulic Fracturing Technology Conference
4–6 February 2014 • The Woodlands, Texas, USA

ADVERTISING SPECIFICATIONS

Conference Program Advertising

MECHANICAL SPECS FOR CONFERENCE PROGRAM ADS

PROGRAM MATERIALS DEADLINE: 11 December 2013

TRIM SIZE: 6 x 8.5 in. / 152.4 x 215.9 mm (set document to trim size)

Live Area: All type, images, and other critical information must be a minimum of .25 in. / 6.5 mm inside the trim on all sides.

Full Page
Trim: 6 x 8.5 in. 152.4 x 215.9 mm
Bleed: 6.25 x 8.75 in. 158.75 x 222.25 mm
Live: 5.5 x 8 in. 139.7 x 203.2 mm

Conference Proceedings Advertising

MECHANICAL SPECS FOR CONFERENCE PROCEEDINGS AD

PROCEEDINGS MATERIALS DEADLINE: 11 December 2013

TRIM SIZE: 4.75 x 4.75 in. / 120.65 x 120.65 mm (set document to trim size)

Live Area: All type, images, and other critical information must be a minimum of .25 in. / 6.5 mm inside the trim on all sides.

The Conference *Proceedings* ad is a sponsorship only ad. This ad will be printed in 4C.

Jewel Case
Trim: 4.75 x 4.75 in. 120.65 x 120.65 mm
Bleed: 5 x 5 in. 127 x 127 mm
Live: 4.25 x 4.25 in. 107.95 x 107.95 mm

FRONT BACK

DIGITAL ART REQUIREMENTS

Unless specifically noted, all ad materials should be submitted in CMYK with all additional colors eliminated from the files.

- **Preflighted PDF/X-1a files created in InDesign with fonts embedded are preferred.**
- All submissions other than PDF/X-1a **MUST** include all art, support images, files and fonts.

Note: *Ads, logos, and/or photos that are submitted as word processing documents (Microsoft Word, Word Perfect, etc.) or PowerPoint file will not be accepted.*

4-Color Ads: Supply digital files in CMYK, plus press-accurate color proof. Standard second colors (red, blue, green, yellow) must be built from process colors. PMS equivalents are given for reference only.

- **Red** (equivalent to PMS 185) – 100 magenta plus 70 yellow
- **Blue** (equivalent to PMS 300) – 100 cyan plus 50 magenta
- **Green** (equivalent to PMS 355) – 100 cyan plus 100 yellow
- **Yellow** – 100 process yellow

Technical Specifications: Images must be in CMYK or grayscale, TIFF or EPS files, with a minimum of 300 dpi at 100%. Keep all text, logos, and important graphics a minimum of .25 in. (6.5 mm) inside from the trim. Bleeds should extend .125 in. (3.2 mm) beyond the trim. Please offset crop marks so they are not in the bleed.

WEB BANNER ADS

Dimensions: 468 pixels wide X 60 pixels high
File Size: 30KB limit, regardless of file type
File Types: Flash, GIF, or JPG. Animation is allowed but sound is not.

The advertiser must embed the target URL in a Flash banner before sending it to SPE. Otherwise, the advertiser must specify the target URL when the file is submitted.

Submit Banner Ads to: marketing@spe.org

SUBMITTING YOUR AD

UPLOAD
Website address: SPE.sendmyad.com

You will be directed to the company profile page. All contact information must be provided before the ad can be uploaded.

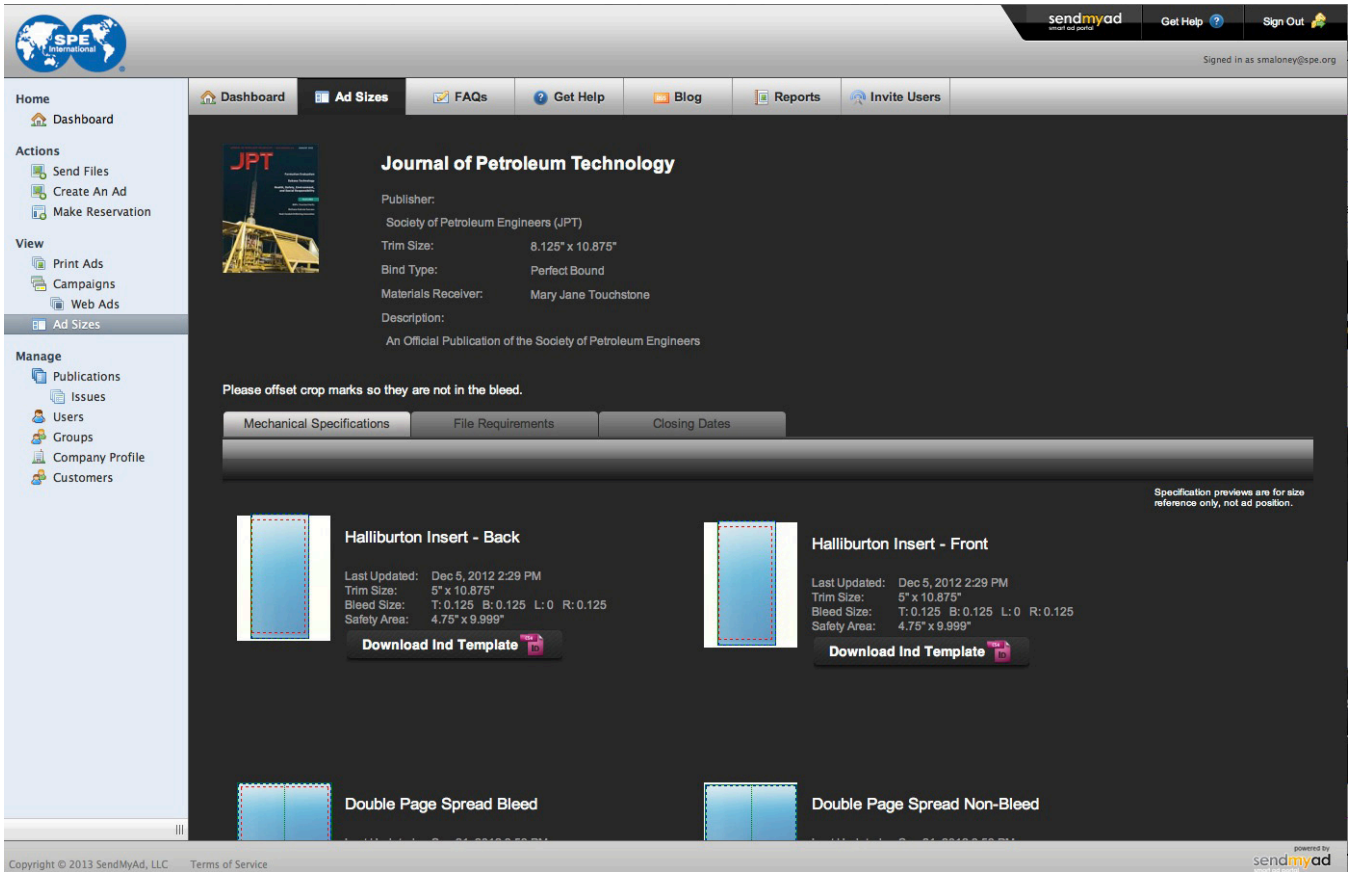
SPE.sendmyad.com

QUESTIONS
Please place your ad in the correct publications folder. For all inquiries about the ad portal, email adportal@spe.org. Please include advertiser and publication name in the subject of the email.

Reviewing the File Requirements

Templates

InDesign templates of all of the ad sizes are available to download for each of the SPE publications and events listed on the ad portal.



PDF Preset

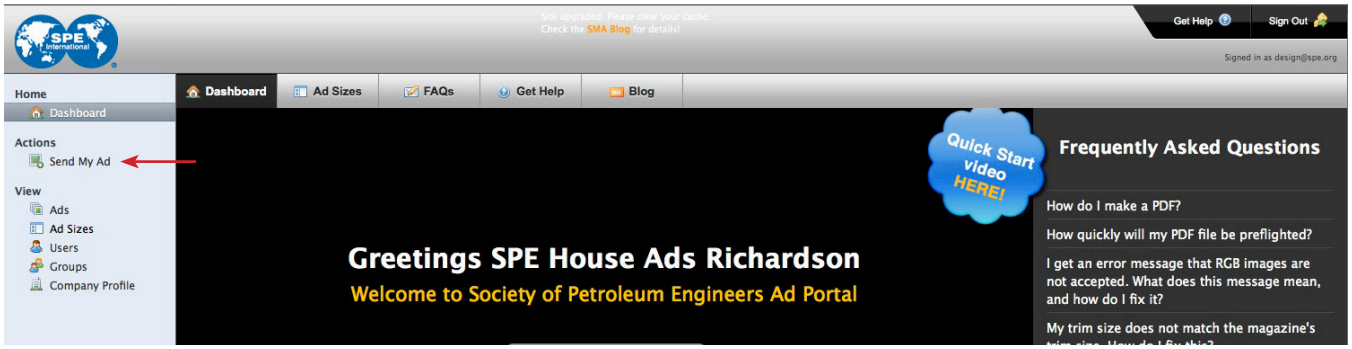
A PDF Preset download is available on the SPE Sales website at www.spe.org/sales/publications.

This download contains a PDF preset file and a .joboptions file. Using these files will produce an Adobe PDF suitable for submission to all SPE publications and events. Also included with the files is a guide to installing these files on your computer (PC and MAC). It also illustrates how to use these settings in a variety of programs, such as Adobe InDesign, Illustrator, and Photoshop.

Uploading an Ad

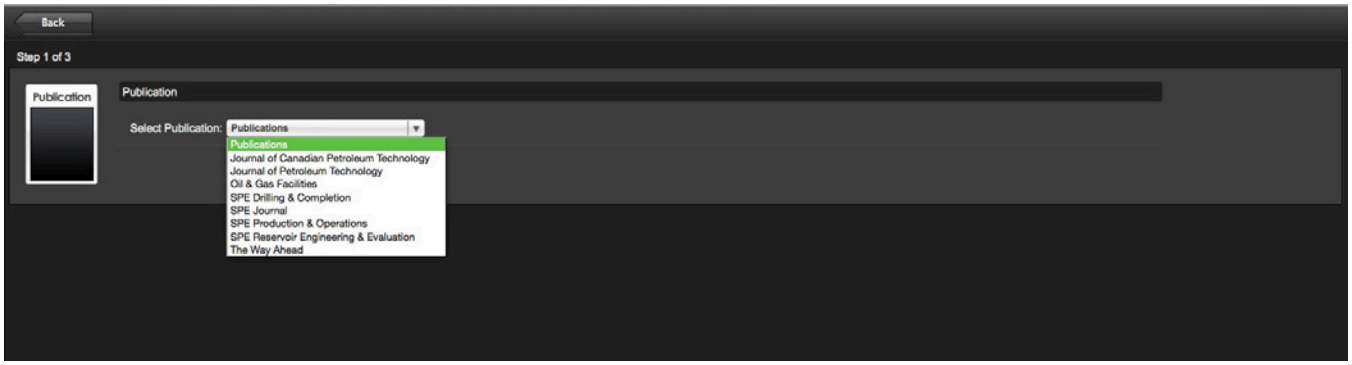
Step 1

Select "Send My Ad" from the left hand menu bar.

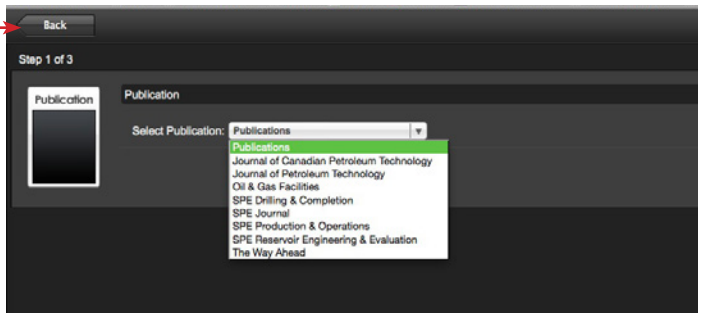


Step 2

Select the publication from the drop down menu.



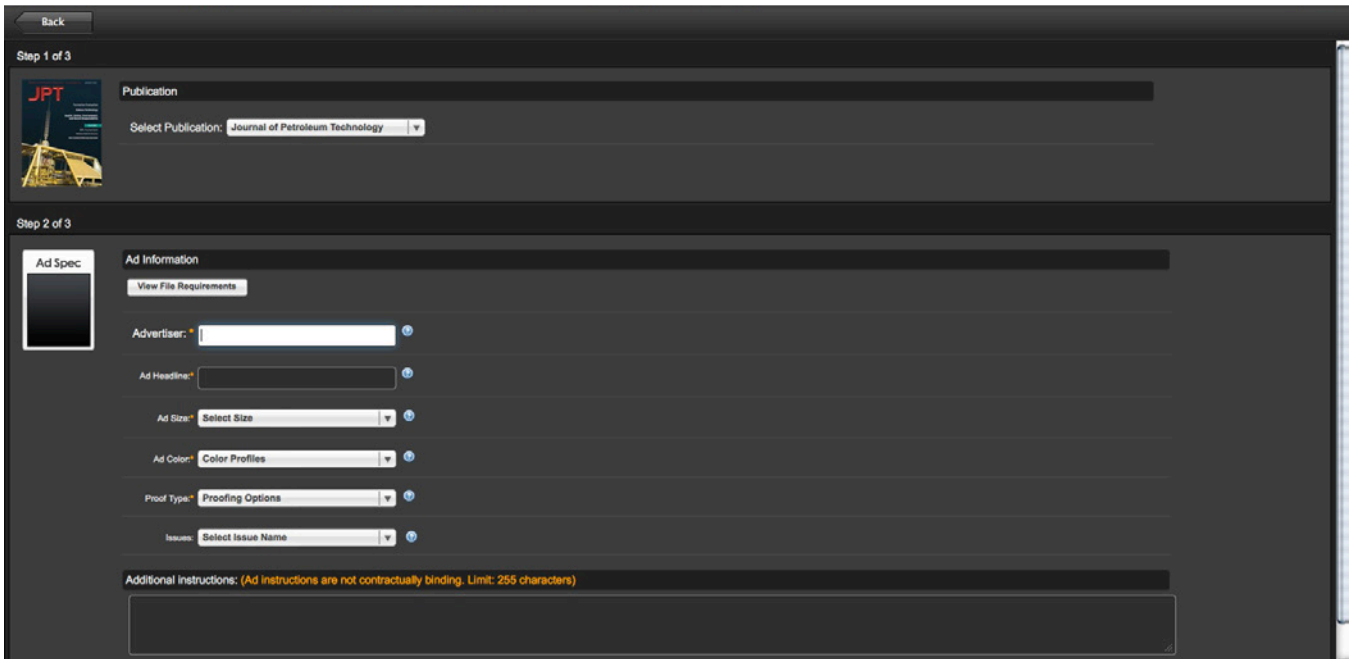
NOTE: Be sure to use the "Back" button within the Ad Portal. Using your web browsers "Back" button will erase previously entered data.



Uploading an Ad

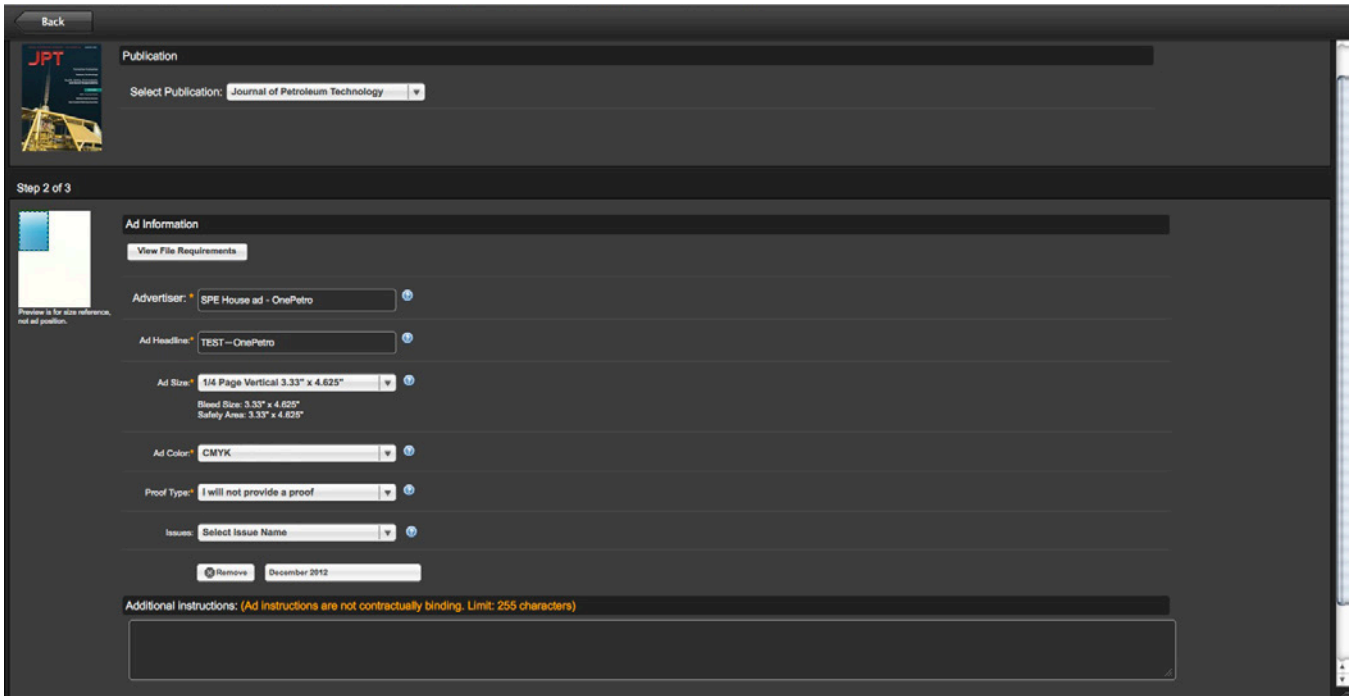
Step 3

Enter in all required information about the Ad in the form fields.



NOTE: If you are not supplying a color proof of your ad, you must accept the disclaimer to upload the ad.

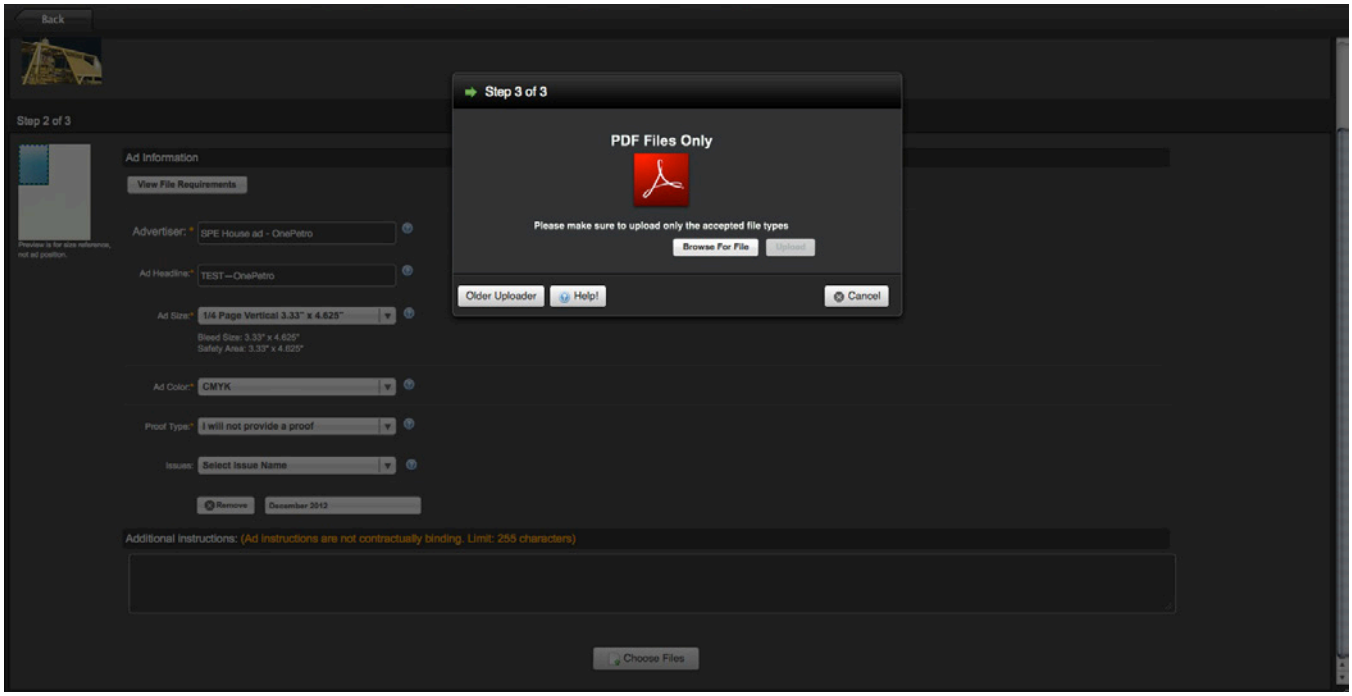
After all information is entered, the page should look similar to this.


Back
JPT
Publication
Select Publication: Journal of Petroleum Technology
Step 2 of 3
Ad Information
View File Requirements
Advertiser: * SPE House ad - OnePetro
Ad Headline:* TEST—OnePetro
Ad Size:* 1/4 Page Vertical 3.33" x 4.625"
Bleed Size: 3.33" x 4.625"
Safety Area: 3.33" x 4.625"
Ad Color:* CMYK
Proof Type:* I will not provide a proof
Issues: Select Issue Name
Remove
December 2012
Additional instructions: (Ad instructions are not contractually binding. Limit: 255 characters)

Uploading an Ad

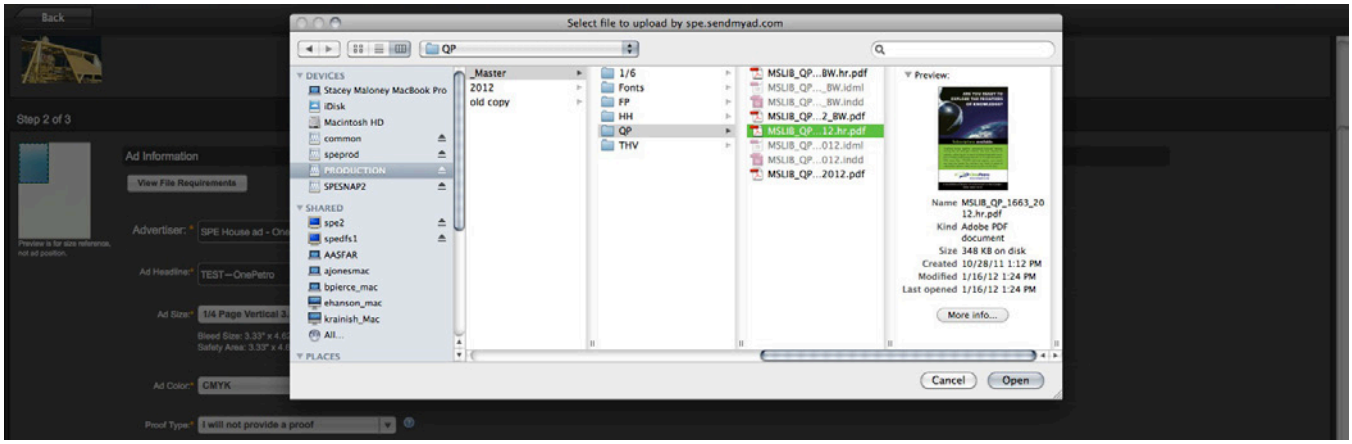
Step 4

Click on the "Choose File" button. The box shown below will open. We only accept single-page PDF files.



Step 5

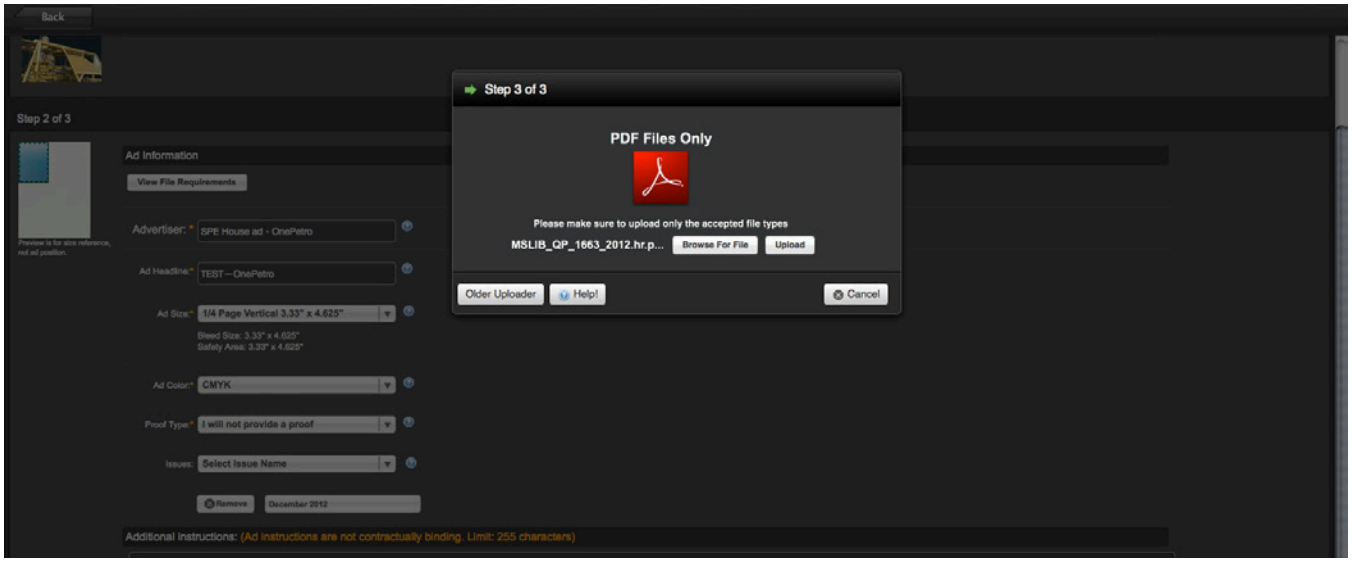
Click on the "Browse for File" button. Navigate to the location of the ad. Click "Open" once the ad is selected.



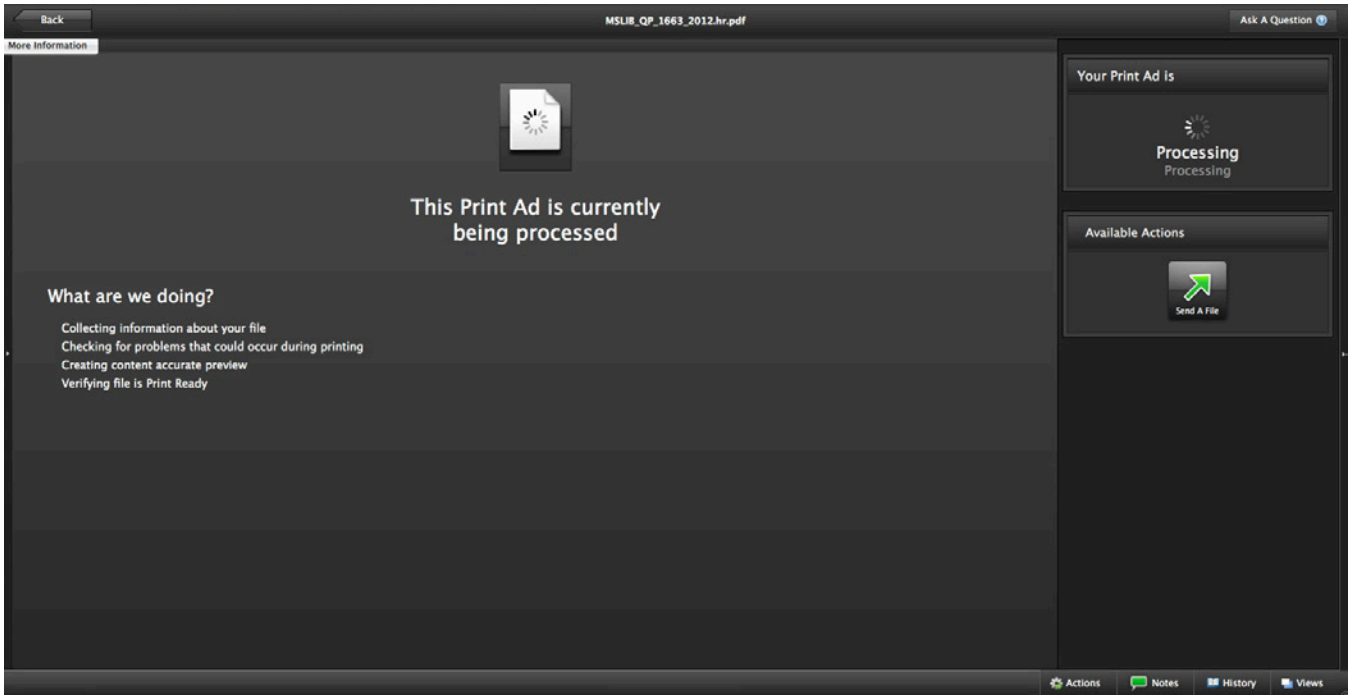
Uploading an Ad

Step 6

Make sure the correct file is listed on the upload screen and click on the "Upload" button.



After the ad is uploaded, the Ad Portal preflights the ad to ensure it meets the publications specifications. This may take a few minutes.



NOTE: If you receive a delayed processing or "timed out" message, please refer to the FAQ section for more information on how to resolve the issue.

Approving an Ad

Once the ad is preflighted, you will see a screen similar to the image below.

Back
More Information
MSLIB_QP_1663_2012.hr.pdf
Ask A Question
ARE YOU READY TO EXPLORE THE FRONTIERS OF KNOWLEDGE?
Subscriptions available.
OnePetro brings together specialized technical libraries serving the oil and gas industry into one, easy-to-use website—allowing you to search and download documents from multiple professional societies in a single transaction. With more than 130,000 technical papers, one search can help you locate the solutions you need. A range of subscription options make accessing the results easy.
OnePetro
www.onepetro.org
A constellation of libraries. An astronomical number of papers. Stellar search results.
This Ad Has Warnings
Your approval is needed.
Please see report below. After your approval we will review the ad and contact you if any problems arise.
You will receive a confirmation when the ad is accepted by Society of Petroleum Engineers.
Suggested Actions
1
Approve Ad
Reject Ad
2
Other Available Actions
3
Reposition Ad
4
Auto Center
5
Revise Ad
6
Send to other pubs
7
Print Report
Warnings
8
1 Color Warning
Black vector object was found with total ink density exceeding specification. This is not recommended.
Actions
Notes
History
Views

1. Approve Ad
Approve the ad to run in the selected publication.

2. Reject Ad
Reject the ad currently uploaded.

3. Reposition Ad
Alter the position of the ad on the screen.

4. Auto Center
Allow the Ad Portal to center the ad within the Ad Specifications.

5. Revise Ad
Upload a new ad or change the Ad Specifications.

6. Send to Other Pubs
Send the same ad to another SPE publication.

7. Print Report
View and print the detailed Digital Ad report.

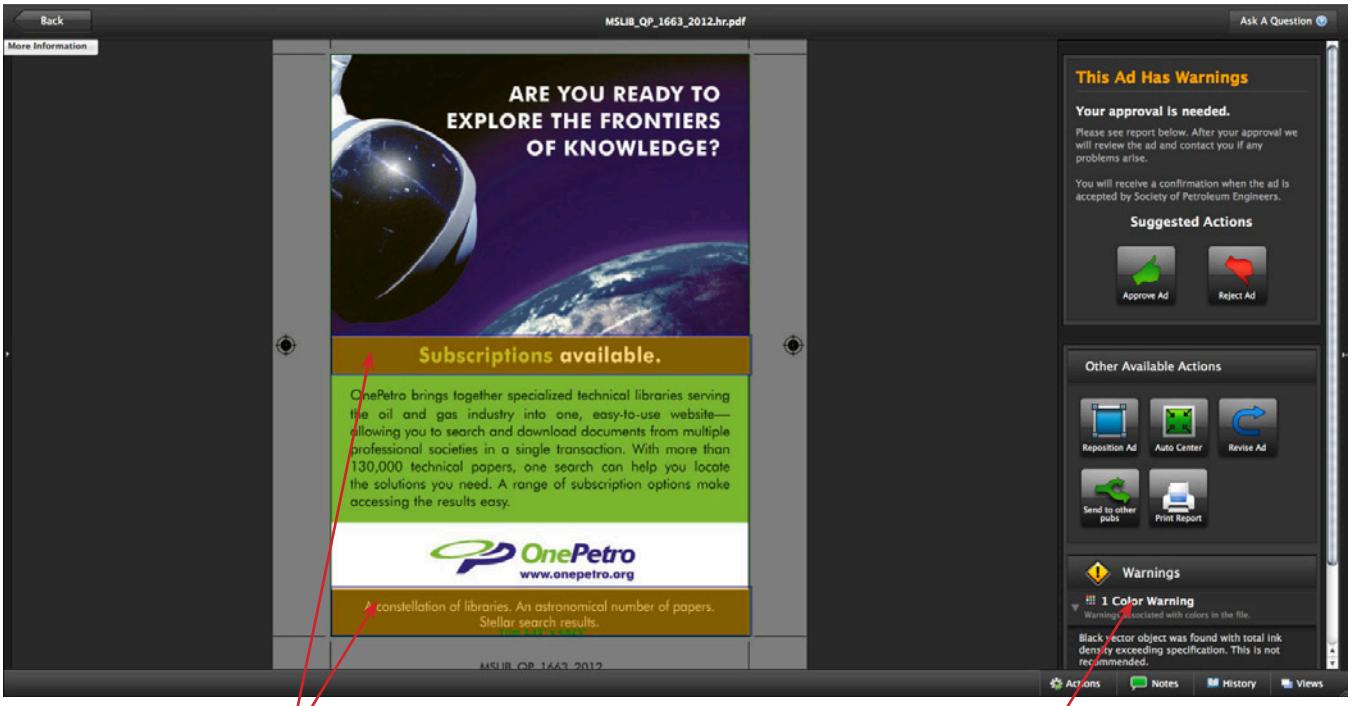
8. Warnings
List of reasons why an ad may not print optimally.

NOTE: Ads with warnings can still be approved to print. More information on warnings can be found in the FAQ section.

Approving an Ad

Warnings

After an ad is preflighted, there may be a list of warnings.

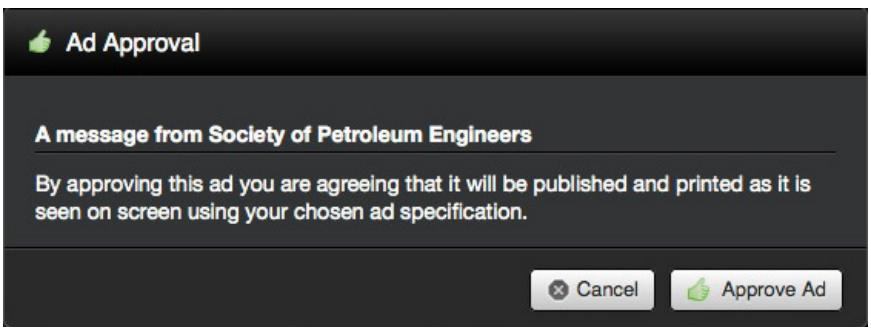

Back
More Information
MSLIB_QP_1663_2012.hr.pdf
Ask A Question
ARE YOU READY TO EXPLORE THE FRONTIERS OF KNOWLEDGE?
Subscriptions available.
OnePetro brings together specialized technical libraries serving the oil and gas industry into one, easy-to-use website—allowing you to search and download documents from multiple professional societies in a single transaction. With more than 130,000 technical papers, one search can help you locate the solutions you need. A range of subscription options make accessing the results easy.
OnePetro
www.onepetro.org
This Ad Has Warnings
Your approval is needed.
Please see report below. After your approval we will review the ad and contact you if any problems arise.
You will receive a confirmation when the ad is accepted by Society of Petroleum Engineers.
Suggested Actions
Approve Ad
Reject Ad
Other Available Actions
Reposition Ad
Auto Center
Revise Ad
Send to other pubs
Print Report
Warnings
1 Color Warning
Black vector object was found with total ink density exceeding specification. This is not recommended.
Actions
Notes
History
Views

The area that flagged the warning is highlighted.

List of warnings and detailed explanations.

There are many reasons an ad may have a warning(s) (ie: low-resolution images, color saturation, etc). By hovering over the warning list, the affected area of the ad will be highlighted as shown in the above image. Whatever the warning(s), the ad does not entirely meet the specifications, but will still be able to print.

An ad may be approved to print with warnings. However, the advertiser must agree that it will be published and printed as it is seen on screen.


Ad Approval
A message from Society of Petroleum Engineers
By approving this ad you are agreeing that it will be published and printed as it is seen on screen using your chosen ad specification.
Cancel
Approve Ad

Finalizing an Ad

Once the ad is approved, you will see a screen similar to the image below.

Back
MSLIB_QP_1663_2012.hr.pdf
Ask A Question
More Information
ARE YOU READY TO EXPLORE THE FRONTIERS OF KNOWLEDGE?
Subscriptions available.
OnePetro brings together specialized technical libraries serving the oil and gas industry into one, easy-to-use website—allowing you to search and download documents from multiple professional societies in a single transaction. With more than 130,000 technical papers, one search can help you locate the solutions you need. A range of subscription options make accessing the results easy.
OnePetro
www.onepetro.org
A constellation of libraries. An astronomical number of papers. Stellar search results.
Ad Received By Publisher
This ad has been completed. If you need to send it
1
Download Final Ad
2
Download Ad Receipt
3
Pickup Ad
4
Send to other pubs
5
Send an Ad
6
Back to ads list
Actions
Notes
History
Views

1. Download Final Ad
Download a PDF of the approved ad.

2. Download Ad Receipt
Download the Ad Receipt showing all of the details of the ad.

3. Pickup Ad
Repeat the ad in another issue of the same publication.

4. Send to Other Pubs
Submit approved ad to other SPE publications.

5. Send an Ad
Submit a new ad to the Ad Portal.

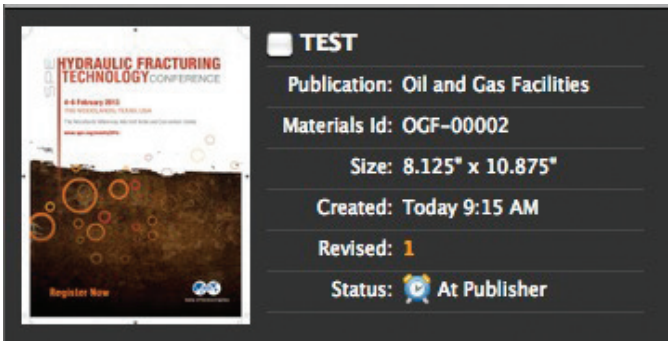
6. Back to Ads List
Return to the listing of all ads submitted via the Ad Portal.

Examining the Ad Stages

There are four stages that indicate the ad's status. Shown below are examples of each stage.

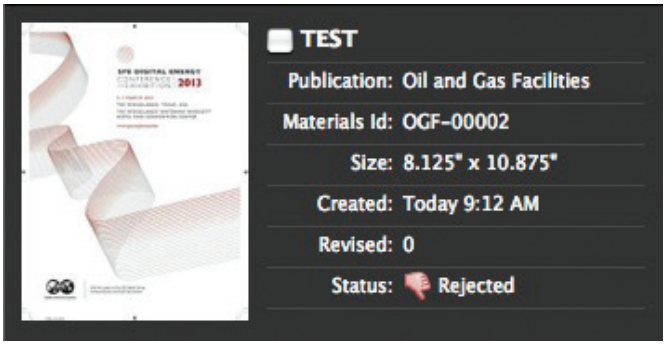
Advertiser Approval

At this stage, the ad is pending your approval. You must click on "Approve Ad" for the ad to be delivered to SPE. SPE will be notified once you approve the ad (see Approving an Ad).



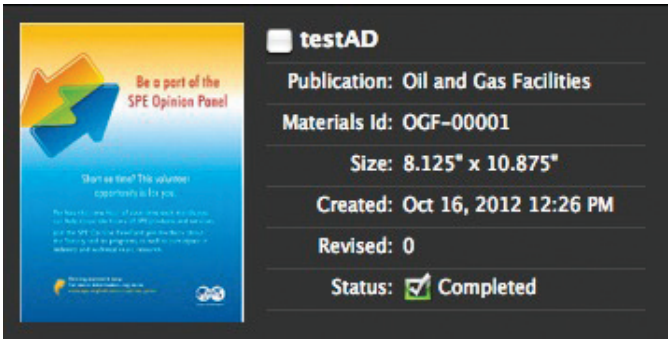
At Publisher

After you approve the ad, it is sent to SPE. This stage is short and will only show during the time the ad is being delivered to SPE.



Rejected

In this stage, there is a problem with the ad. Ads can be rejected by you or SPE. There are multiple ways to send in a revised ad (see Troubleshooting).



Completed

At this stage, the ad is approved to print and is available for future pickups in SPE publications (see Finalizing an Ad).

Viewing the Digital Ad Receipt

You can download a PDF of the Digital Ad Receipt to keep for your records. It will list all of the details for the ad listing including size, color, and publication information. The images below are a sample of a digital ad receipt.

ARE YOU READY TO EXPLORE THE FRONTIERS OF KNOWLEDGE?
Subscriptions available.
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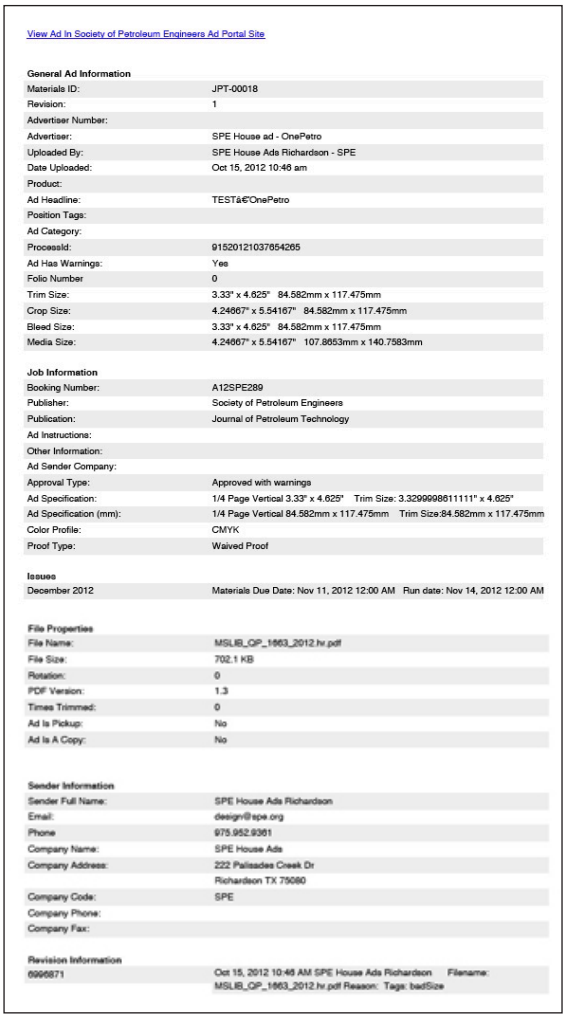
OnePetro
www.onepetro.org
A constellation of libraries. An astronomical number of papers. Stellar search results.
MSLIB_QP_1663_2012



View Ad In Society of Petroleum Engineers Ad Portal Site

General Ad Information

Materials ID:	JPT-00018
Revision:	1
Advertiser Number:	
Advertiser:	SPE House ad - OnePetro
Uploaded By:	SPE House Ads Richardson - SPE
Date Uploaded:	Oct 15, 2012 10:46 am
Product:	
Ad Headline:	TEST‚€"OnePetro
Position Tags:	
Ad Category:	
ProcessId:	91520121037654265
Ad Has Warnings:	Yes
Folio Number	0
Trim Size:	3.33" x 4.625" 84.582mm x 117.475mm
Crop Size:	4.24667" x 5.54167" 84.582mm x 117.475mm
Bleed Size:	3.33" x 4.625" 84.582mm x 117.475mm
Media Size:	4.24667" x 5.54167" 107.8653mm x 140.7583mm

Job Information

Booking Number:	A12SPE289
Publisher:	Society of Petroleum Engineers
Publication:	Journal of Petroleum Technology
Ad Instructions:	
Other Information:	
Ad Sender Company:	
Approval Type:	Approved with warnings
Ad Specification:	1/4 Page Vertical 3.33" x 4.625" Trim Size: 3.3299998611111" x 4.625"
Ad Specification (mm):	1/4 Page Vertical 84.582mm x 117.475mm Trim Size:84.582mm x 117.475mm
Color Profile:	CMYK
Proof Type:	Waived Proof

Issues

December 2012	Materials Due Date: Nov 11, 2012 12:00 AM Run date: Nov 14, 2012 12:00 AM

File Properties

File Name:	MSLIB_QP_1663_2012.hr.pdf
File Size:	702.1 KB
Rotation:	0
PDF Version:	1.3
Times Trimmed:	0
Ad Is Pickup:	No
Ad Is A Copy:	No

Sender Information

Sender Full Name:	SPE House Ads Richardson
Email:	design@spe.org
Phone	975.952.9361
Company Name:	SPE House Ads
Company Address:	222 Palisades Creek Dr Richardson TX 75080
Company Code:	SPE
Company Phone:	
Company Fax:	

Revision Information

6996871	Oct 15, 2012 10:46 AM SPE House Ads Richardson Filename: MSLIB_QP_1663_2012.hr.pdf Reason: Tags: badSize

Sending to Another Publication

If an ad is scheduled to run in more than one publication, there are three steps to take to submit the ad to multiple publications.

Step 1
Click the "Send to other pubs" button.

Step 2
Select the publication from the drop down menu.

Step 3
Choose which issue (ie: January 2014) and click the "Send" button.

Picking up from a Previous Issue

If you want to run the same ad in another issue of the same publication, there are three steps to take to pickup/repeat the ad.

Step 1

Click the "Pickup Ad" button.

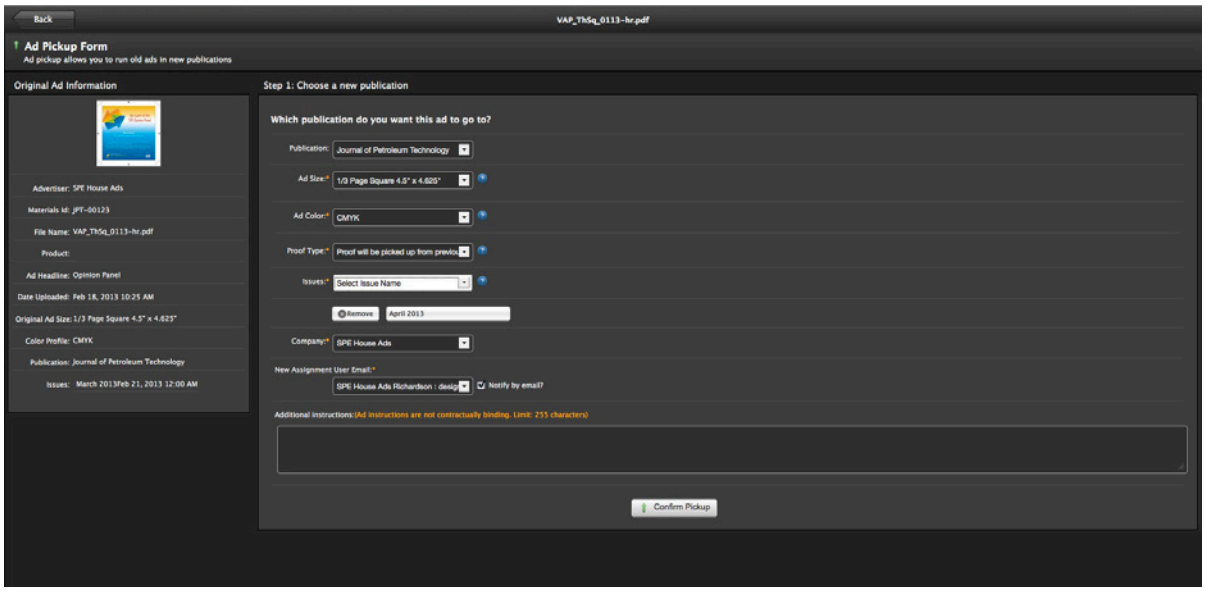
Back
VAP_ThSq_0113-hr.pdf
Ask A Question
Ad Details
General
Advertiser: SPE House Ads
Materials Id: JPT-00123
Ad Headline: Opinion Panel
Product:
Category: Categories
Publication: Journal of Petroleum...
Ad Size: 1/3 Page Square 4.5" x 4.625"
Color Profile: CMYK
Times Revised: 0
Times Trimmed: 0
Ad is a Pickup: No
Ad is a Copy: No
Link to ad: Click Here
Share Link: Click Here
Job Ticket
Position Tags
File Properties
Assets
Be a part of the SPE Opinion Panel
Short on time?
This volunteer opportunity is for you.
For less than one hour of your time each month, you can help shape the future of SPE products and services.
Join the SPE Opinion Panel and give feedback about the Society and its programs, as well as participate in industry and technical topic research.
Getting started is easy.
For more information, log on to
www.spe.org/volunteer/opinion_panel.
Society of Petroleum Engineers
Ad Received By Publisher
This ad has been completed. If you need to send it to another publication, use the pickup option.
Download Final Ad
Download Ad Receipt
Pickup Ad
Send to other pubs
Send an Ad
Back to ads list
Ad Delivery Details
Once an ad is completed it will automatically be delivered to extended locations for printing or further review.
No deliveries for this ad.
Actions
Notes
History
Views

Picking up from a Previous Issue

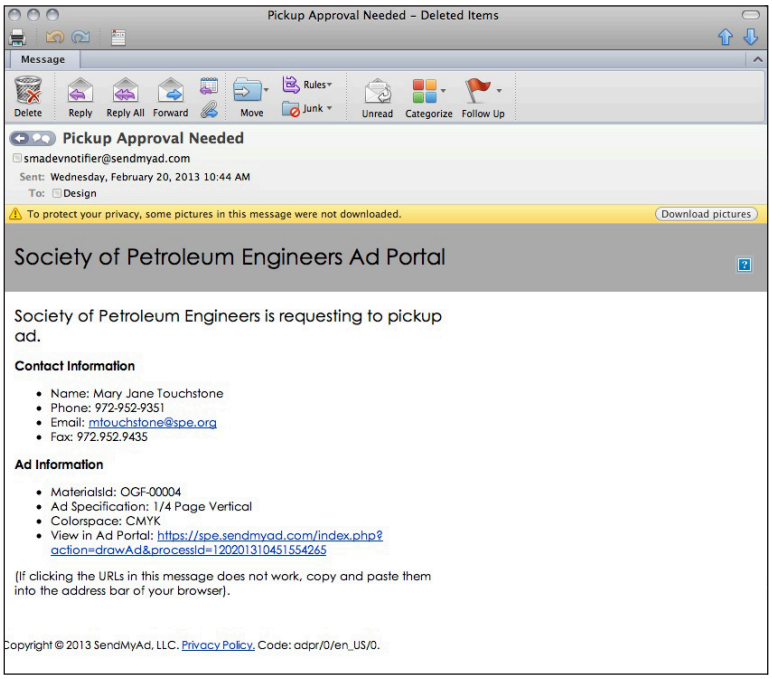
Step 2

Enter in the following information:

- Publication
- Ad Size
- Ad Color
- Proof Type
- Issues
- New Assignment User Email
- Additional Instructions (optional)



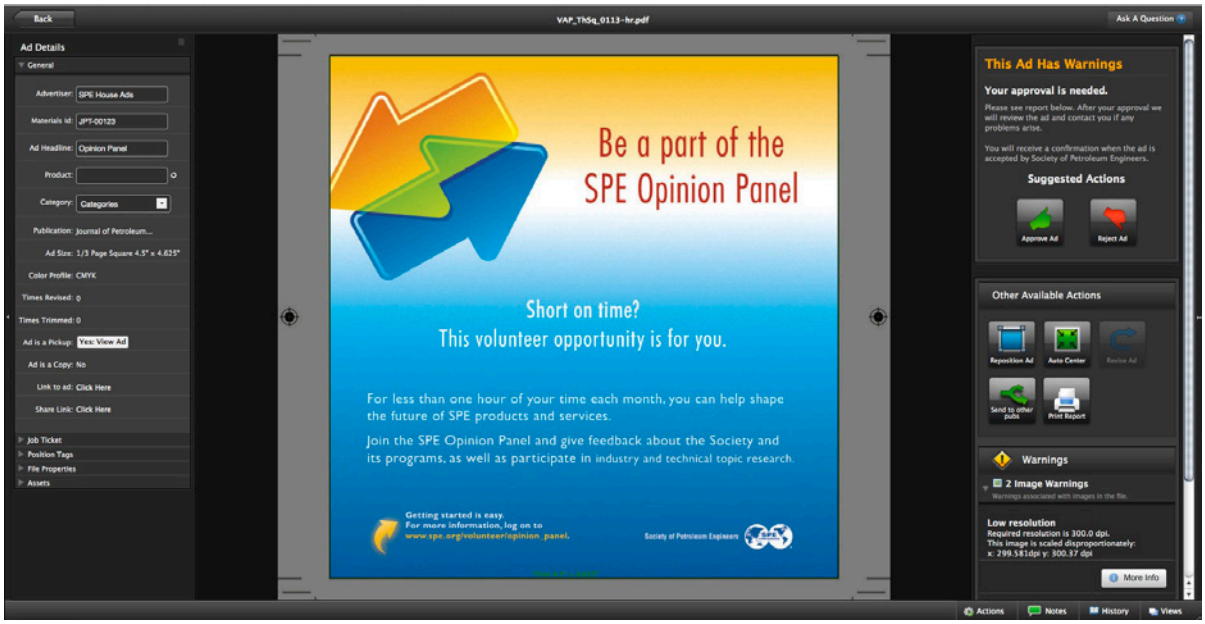
You will receive an email from SMA for a pickup request. Below is an example of the email.



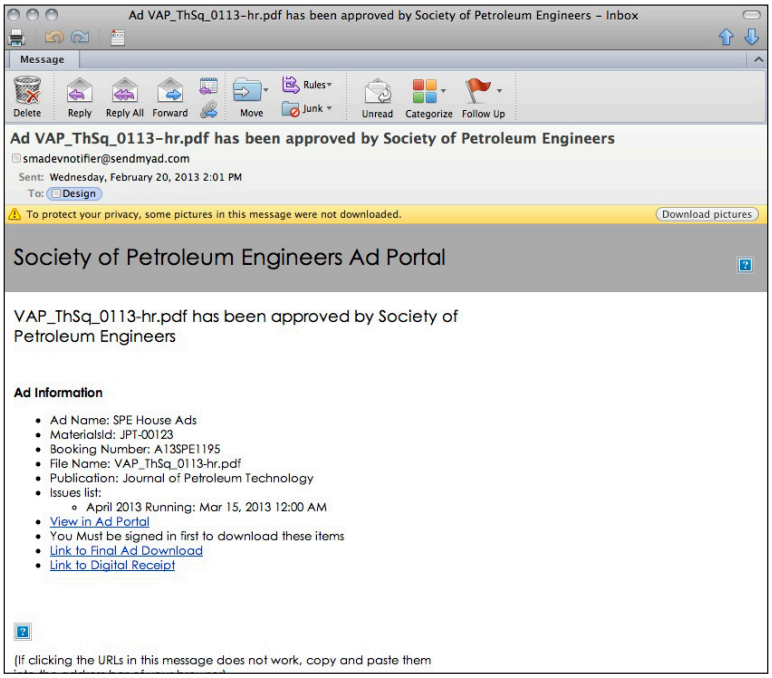
Picking up from a Previous Issue

Step 3

Approve or reject the ad for the new issue.



When the ad is approved, you will recieve an email showing the approval to run the ad in the new issue. Below is an example of the email.

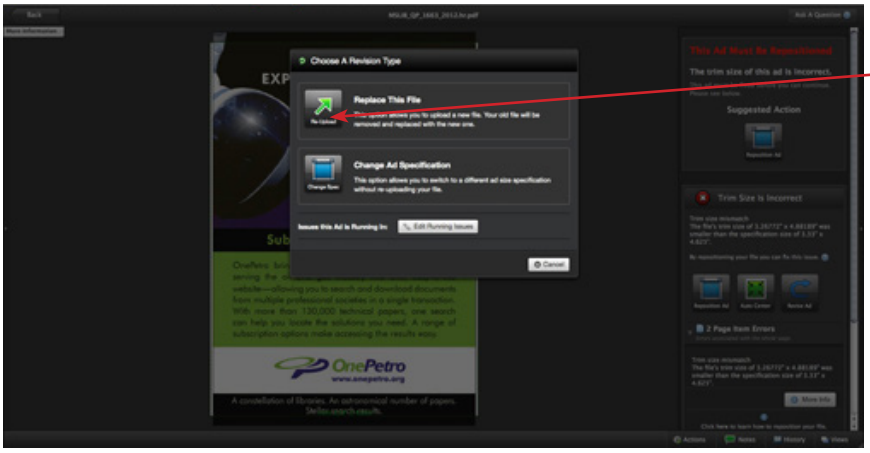

Ad VAP_ThSq_0113-hr.pdf has been approved by Society of Petroleum Engineers - Inbox
Message
Delete
Reply
Reply All
Forward
Move
Rules
Junk
Unread
Categorize
Follow Up
Ad VAP_ThSq_0113-hr.pdf has been approved by Society of Petroleum Engineers
smadevnotifier@sendmyad.com
Sent: Wednesday, February 20, 2013 2:01 PM
To: Design
To protect your privacy, some pictures in this message were not downloaded.
Download pictures
Society of Petroleum Engineers Ad Portal
VAP_ThSq_0113-hr.pdf has been approved by Society of Petroleum Engineers
Ad Information
Ad Name: SPE House Ads
MaterialsId: JPT-00123
Booking Number: A13SPE1195
File Name: VAP_ThSq_0113-hr.pdf
Publication: Journal of Petroleum Technology
Issues list:
April 2013 Running: Mar 15, 2013 12:00 AM
View in Ad Portal
You Must be signed in first to download these items
Link to Final Ad Download
Link to Digital Receipt
(If clicking the URLs in this message does not work, copy and paste them

Troubleshooting

A) Incorrect Ad Uploaded

If the incorrect ad is uploaded, there are three steps to take to resolve the issue.

Step 1
Click the "Revise Ad" button.



Step 2
Choose the "Replace this File" option.

Step 3
Select a reason for uploading another file. Choose your revised ad file and click upload.

NOTE: The number of revised ads an advertiser can upload is limited.

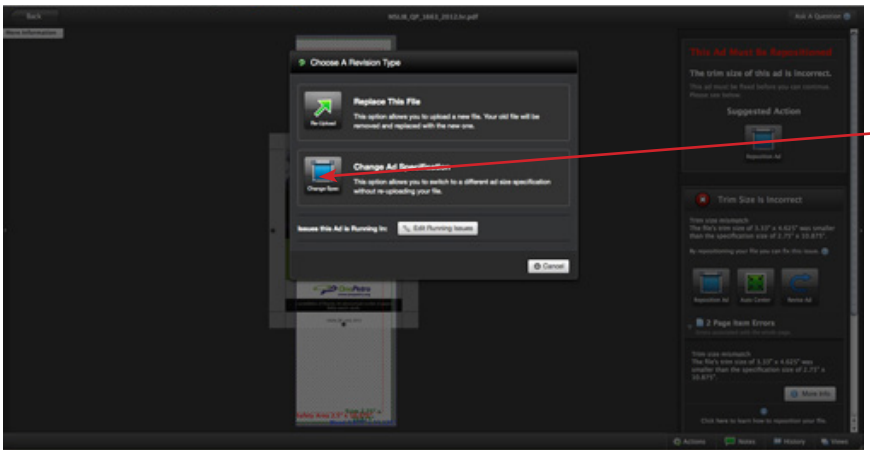
Troubleshooting

B) Incorrect Ad Size Selected

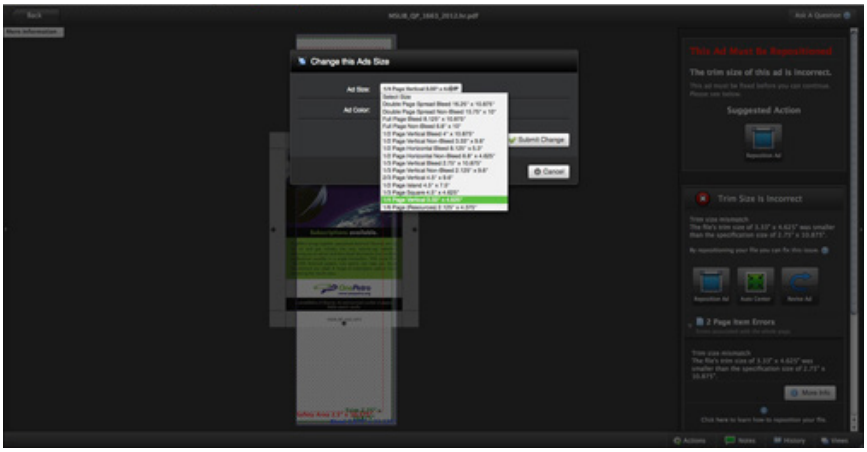
If the uploaded ad does not match the ad size selected, there are five steps to take to resolve the issue.

This Ad Must Be Repositioned
The trim size of this ad is incorrect.
Suggested Action
Trim Size Is Incorrect
2 Page Item Errors

Step 1
Click the "Revise Ad" button.



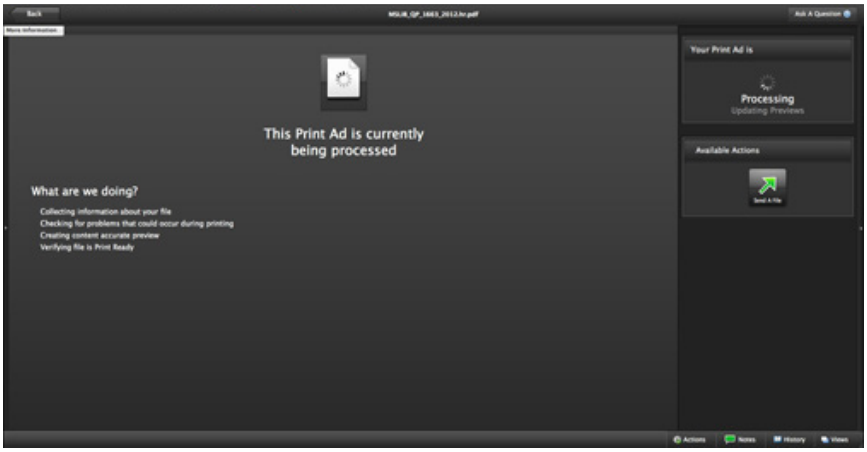
Step 2
Choose the "Change Ad Specification" option.



Step 3
Choose the correct ad size and color profile for the ad.

Troubleshooting

B) Incorrect Ad Size Selected (continued)


This Print Ad is currently being processed
What are we doing?
Collecting information about your file
Checking for problems that could occur during printing
Creating content accurate preview
Verifying file is Print Ready
Your Print Ad is
Processing
Available Actions

Step 5

The ad is processed with the new ad specifications.

Step 6

Approve or reject ad.

Frequently Asked Questions

The Frequently Asked Questions (FAQ) section answers some of the most commonly asked questions the SPE production staff receives.

1. Consistent "Timed Out" screen prompting user to log in again.

This is usually due to a network configuration issue on the user's end. Please verify with your IT department that your IP address is not being cycled through multiple different addresses. The users login session is tied to the IP address, so if the address changes while logged in the system believes that the user has logged out and a new user is attempting to login.

2. Why is there not a phone number to call for technical support?

SMA prefers to handle support requests through email if possible, as it allows technicians to work on multiple tickets and gives time to research the issue before responding to the user.

3. Why do I have "Server Error", "Timed Out", or delayed processing as advertisement status?

Please check the graphics in the advertisment. An abundance of complex vector elements will prevent the system from processing the file. Designers can either rasterize or flatten graphics to reduce the complexity of the file before resubmitting.

4. We had someone try to create a new account last week, but it said they're email address was already being used. I looked under our customers and did not see the email listed.

It is likely the user created an account under a different publisher. If they already have an existing SendMyAd account under a different publisher, they can log-in with their existing username and password. There is no need to re-register. If they don't remember their password, they should be able to reset it using the "I cannot access my account" link on the login screen.

5. What is a "DeviceN" color warning?

The DeviceN color space allows combinations of color channels for composite printing. Such color channel combinations include the widely known Pantone® Hexachrome™ six channel color system, or CMYK plus two spot colors, or Black plus one spot color. All PDFs for SPE publications or events should be only CMYK.

Frequently Asked Questions

6. Is there a way to have multiple users from the same company to have one account?

Technically, a company could use one log-in for multiple users. However, SPE does not recommend this. If a company would like to set up multiple users to monitor the same account, they need to create a "Group." A group allows for multiple to have access to the same ads. There is a guide for "Managaing Groups" available on the ad portal in the Help section at www.sendmyadsupport.com/advertiser.